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Bib Data Sheet

CONFIRMATION NO. 4554

SERIAL NUMBER 09/819,427	FILING DATE 03/27/2001 RULE	CLASS 709	GROUP ART UNIT 2152	ATTORNEY DOCKET NO. 10004186-1
APPLICANTS Michael A. Mansfield, Boise, ID; Donald J. Fridrich, Nampa, ID; ** CONTINUING DATA ***** <i>Note to</i> ** FOREIGN APPLICATIONS ***** <i>Note to</i> IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 05/07/2001				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <u> </u> Examiner's Signature <u> </u> Initials <u> </u>		STATE OR COUNTRY ID	SHEETS DRAWING 17	TOTAL CLAIMS 35
			INDEPENDENT CLAIMS 4	
ADDRESS HEWLETT-PACKARD COMPANY Intellectual Property Administration P. O. Box 272400 Fort Collins ,CO 80527-2400				
TITLE System and method for providing personalized customer support				
FILING FEE RECEIVED 1060	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	